

# **TOWING & RECOVERY OPERATIONS FUND**

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## **MISSION STATEMENT**

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The Division of Towing & Recovery Operations' mission is to improve neighborhood livability by providing reliable dispatching of towing services, storage of vehicles and recovery or disposal of vehicles.

## **DEPARTMENT OVERVIEW**

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The Towing & Recovery Operation has a staff of nine persons who respond to all towing requests from City and State agencies. The division dispatches towing providers, sends written notification to owners and lien holders, disposes of all vehicles, and maintains records of all tows and final disposition of vehicles

## **BUDGET HIGHLIGHTS**

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The Department of Towing and Recovery's FY2005 Operating Budget represents no increase from FY2004 to FY2005. The FY2005 budget does include a 1.5% cost-of-living adjustment, and a 2.5% increment based on the employee's anniversary date and other salary and benefits adjustments. The budget reflects no fee increases.

## **KEY GOALS AND OBJECTIVES**

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To provide effective and efficient towing service for City and State agencies by performing the following:

- Provide towing service within a thirty-minute response time,
- Hold biweekly auctions,
- Reduce the amount of time a vehicle spends on lot between the time of entry and time of disposal,
- Install a Check-Verification system to eliminate NSF checks, and
- Design new building that will provide sufficient operational room for City staff, provide a climate controlled waiting room for customers and a forensic collection bay for Police.

## **PRIOR YEAR ACCOMPLISHMENTS**

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1. Formed partnership with Fire Department to provide hands-on training for fire-rescue personnel in vehicle extrication using abandon motor vehicle.
2. Formed partnership with Parking Enforcement to provide on-site parking pay window allowing customer the ability to pay parking fine when picking up vehicle.
3. Installed a bar-coding system reducing man-hours spent conducting monthly inventory.
4. Successfully increased the number of tows from 8,022 to 9,424.
5. Implemented the Vacant-Lot Clean Up Program

## Expenditure Summary

	<b>FY2002 ACTUAL</b>	<b>FY2003 ACTUAL</b>	<b>FY2004 APPROVED</b>	<b>FY2005 ADOPTED</b>
Personnel Services	253,256	296,500	356,200	380,000
Materials, Supplies and Repairs	43,061	61,800	52,900	55,600
General Operations and Fixed Costs	666,823	681,800	831,900	781,400
Equipment	2,251	5,300	10,000	10,000
All Purpose Appropriations	-	-	155,000	178,200
<b>TOTAL</b>	<b>965,391</b>	<b>1,045,400</b>	<b>1,406,000</b>	<b>1,406,000</b>

## Revenue Summary

	<b>FY2002 ACTUAL</b>	<b>FY2003 ACTUAL</b>	<b>FY2004 APPROVED</b>	<b>FY2005 ADOPTED</b>
Interest on Investments	-	-	-	-
Sale of Salvage Materials	485,910	499,300	600,000	600,000
Towing Fees	478,511	546,100	600,000	600,000
Sale of Property	-	-	-	-
Parking - Miscellaneous	-	-	-	-
Revenue – Other Miscellaneous	970	-	1,500	-
Rec. Costs – Nuisance Abatement	-	-	75,000	206,000
Street Construction& Maintenance	-	-	20,600	-
Return from Stormwater Fund	-	-	83,900	-
State Budget Reimbursement	-	-	25,000	-
<b>TOTAL</b>	<b>965,391</b>	<b>1,045,400</b>	<b>1,406,000</b>	<b>1,406,000</b>

Note: Towing & Recovery became a Special Revenue Fund in FY03

## Programs & Services

	<b>FY2003 ACTUAL</b>	<b>FY2004 APPROVED</b>	<b>FY2005 ADOPTED</b>	<b>FULL-TIME POSITIONS</b>
<b>TOWING &amp; RECOVERY OPERATIONS</b>	<b>1,045,400</b>	<b>1,200,000</b>	<b>1,200,000</b>	<b>8</b>

Provides dispatching of towing services working with the police and public health departments for towing of nuisance and abandoned vehicles, vehicles that violate traffic and parking regulations, vehicles in accidents, and stolen vehicles. Provides storage and recovery operations or disposal services for vehicles.

## Programs & Services

	FY2003 ACTUAL	FY2004 APPROVED	FY2005 ADOPTED	FULL-TIME POSITIONS
<b>VACANT LOT CLEAN-UP PROGRAM</b>	-	206,000	206,000	1
Provides for the clean up of the right-of-way and small vacant lot clean-ups. This includes the removal and disposal of shopping carts, maintenance of retention ponds, removal of illegal signs, clean-up of illegal dumping, in addition to the management of small vacant lot clean-ups (one day jobs).				
<b>TOTAL</b>	<b>1,045,400</b>	<b>1,406,000</b>	<b>1,406,000</b>	<b>9</b>

## Strategic Priority: Community Building, Public Safety

### TACTICAL APPROACH:

Minimize the number of inoperable nuisance and abandoned motor vehicles from City neighborhoods and streets

PROGRAM INITIATIVES	FY02	FY03	FY04	FY05	Change
Number of nuisance vehicles removed	1,434	1,500	2,000	2,000	0
Number of abandoned vehicles removed	718	750	1,200	1,700	42%

## Strategic Priority: Public Safety

### TACTICAL APPROACH:

Assist Norfolk Police & Fire Departments with their investigations

PROGRAM INITIATIVES	FY02	FY03	FY04	FY05	Change
Number of Police & Fire Department vehicles requested tows	2,950	3,300	4,500	5,000	11%

## Position Summary

Position Title	Pay Grade	Minimum	Maximum	FY04 Positions	Change	FY05 Positions
Accounting Technician	OPS07	24,023	38,407	6		6
Administrative Assistant II	MAP03	30,151	48,199	1		1
Equipment Operator II	OPS06	22,243	35,559	1		1
Towing Operations Manager	SRM03	44,139	77,684	1		1
<b>TOTAL</b>				<b>9</b>		<b>9</b>

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